



POS: Installation Instructions

The Medi-Cal Point of Service (POS) system was designed and implemented by EDS in conjunction with the California Department of Health Services. The POS device and receipt printer are manufactured for EDS by Hypercom, Inc., and configured for your operational requirements by the EDS POS/Internet Help Desk.

Overview

The *POS: Installation Instructions* show you how to install your system and execute a test transaction. Please note that there are only 10 calendar days from receipt of this equipment to perform the test transaction. Your successful test transaction will be automatically recorded in a Medi-Cal database management system. If you do not successfully execute a test transaction within 10 calendar days, you will be contacted by the POS/Internet Help Desk to determine why you have not installed the POS system.

POS/Internet Help Desk

Call the EDS POS/Internet Help Desk toll-free at 1-800-427-1295 for assistance with installing the equipment and executing the test transaction. After your successful test transaction, the Medi-Cal POS/Internet Help Desk will be available to help..

Package Contents

The POS system is contained in two separate boxes. Unwrap each component and place it in its designated area (See "Area Preparation" on a following page.) Untie all cables and unroll them to their fullest extent. Return all wrapping and packing material to the boxes. Keep these boxes until you successfully complete the test transaction.

Note: Please verify that the following items were included in your shipment. Refer to "Help Information" on a following page if you have not received everything listed below.

POS Device

Locate the box labeled "EFT Point of Sale Terminal Model T7". The POS device is located in this box. The POS device (Model T7Q) has a high contrast, two-line by 20 character Liquid Crystal Display (LCD) with back-lit Light Emitting Diode (LED). The keyboard has a 12-key numeric pad, 19 function keys and "QWERTY style" letter keys. The device supports the Hypercom P7-40P and P8F receipt printer.

AC Adapter

The Skynet Model AC Adapter (AMT-L039) delivers 24 volts direct current at one amp. It has a permanent six-foot cord that connects to the device and a detachable six-foot cord to connect the adapter to an electrical outlet.

Telephone Cord

The seven-foot telephone cord connects to a standard modular telephone wall outlet jack (RJ-11).

POS Receipt Printer

The receipt printer (Model P7-40P or P8F) has a four-foot printer cable, one roll of two-ply carbonless printer paper on a plastic spool and paper carriage and one printer ribbon. Additional ribbons and paper can be purchased at most stationery and computer supply stores.

Note: The POS device, receipt printer and AC adapter are specially built for this system. They cannot be used on other systems. Please record the date your POS system arrived, the POS device serial number and the receipt printer serial number (both found on bottom of unit) as soon as you receive your system. You will need this data if you call the POS/Internet Help Desk.

Area Preparation

The POS device and receipt printer must be placed on a flat, dry non-slip surface with easy and safe access to electrical and telephone outlets. Please observe the following suggestions.

Positioning

The POS device and receipt printer should be positioned side by side. Some variation is possible as long as the printer cable can safely reach between the receipt printer and POS device.

Electrical Outlet

A standard three-prong electrical outlet with 110 volts AC must be located within 10 feet of the device. A closer proximity is recommended so the AC adapter cord does not stretch or hang unsafely.

Telephone Outlet

A standard modular telephone wall outlet jack (RJ-11) must be located within seven feet of the POS device. A closer proximity is recommended so the telephone cord does not stretch or hang unsafely.

Telephone Connection

The POS device is pre-programmed to initiate toll-free telephone calls to a Medi-Cal database management system in Sacramento, California. You will need an analog telephone line so the POS device can make telephone calls each time it is used.

Dedicated Line

Though not required, it is recommended that you use a dedicated telephone line which is not shared with other phones or equipment.

Shared Line

You may use a shared telephone line in which one or more devices share the line (but not at the same time). For example, the line may be used periodically for a computer modem or fax machine. Phone line splitters are available for modem use and devices are available for fax line sharing. The phone line cannot be interrupted when the POS device is being used; interruption will cause failed transmissions and corrupted information. Use this configuration at your own risk.

Analog Line

The POS device is pre-configured to support an analog telephone line. A quick way to check for an analog line is to look on the bottom of the phone for either of the following labels: "Complies with FCC Rules" and "Ringer Equivalent". Digital lines will not work with the POS device. If you are not sure whether the phone line is analog or digital, contact the telephone service company.

PBX Prefix Code

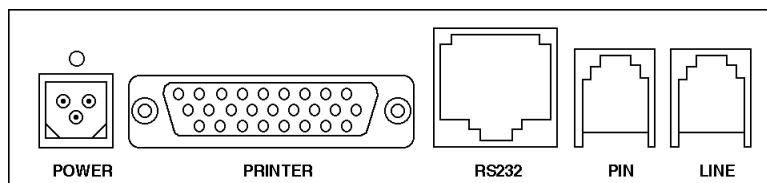
The POS device supports an optional single-digit PBX prefix code (usually "9") to dial an outside line. If you are not sure whether your office uses this option, contact the telephone service company. To program the device to use a PBX prefix code, see "PBX Prefix Code" on a following page.

Touch-Tone/Pulse

The POS device dials a number just like a telephone does and supports both touch-tone and pulse/rotary style systems.

Equipment Connections

There are only four cables to connect: printer cable, telephone cable, adapter power cable (permanent) and adapter power cable (detachable).

**POS device (back view)****Printer Cable to
Receipt Printer**

One end of the gray printer cable should already be inserted into the back of receipt printer. Tighten the two connector screws to prevent the cable from coming loose, taking care not to bend the pins.

**Printer Cable to
POS Device**

Insert the other end of the printer cable into the connector labeled "PRINTER" on the back of POS device, taking care not to bend the pins. Once fully inserted, the two connector screws should be tightened to prevent the cable from coming loose.

Telephone Cable to
POS Device

Insert either end of the telephone cable connector into the connector labeled "LINE" on the back of POS device. The connector is formed so it can be inserted in only one way. Press the connector in until it clicks into place.

Telephone Cable
to Wall Jack

Insert the other end of the telephone cable connector into a standard RJ-11 phone wall jack. The connector is formed so it can be inserted in only one way. Press the connector in until it clicks into place.

Permanent Adapter Power
Cable to POS Device

Insert the permanent power cable on the AC adapter into the connector labeled "POWER" on the back of POS device, taking care not to bend the pins.

Detachable Adapter Power
Cable to electrical outlet

Insert one end of the detachable power cable into AC adapter and the other end of cable into a standard three-prong electrical outlet (110 volts).

Warning: Do not use a double AC adapter or power cable that does not have a three-prong ground connection. Use only items issued to you. Do not disassemble the AC adapter. The adapter has no user-serviceable parts. The adapter is made for indoor use only. Use at room temperature.

Carefully arrange equipment to face forward so all cables extend backwards from each device. Make sure all cables are hanging loose and do not interfere with other equipment and areas. Remove the plastic film from the POS device display.

Self Test

The POS device is already loaded with software for an internal self-test diagnostic routine. After you connect the power to the device, a double beep indicates the POS device has initiated its internal self-test. The software and down line configuration load status displays. The memory, hardware, programs, parameter control tables and configuration tables are checked.

If the device does not detect an error, displays similar to the following four appear in rapid succession (this takes about three seconds). The idle state display, "WELCOME TO MEDI-CAL...SWIPE CARD", indicates the device is loaded and operational. No other action is required. Proceed to "Test Transaction" on a following page.

If you see a different set of displays, refer to "Uninitialized Device" on a following page.

ZZA0303.V00**WAIT SELF TEST**

"STARTUP DISPLAY" indicates the software and versions loaded. If you do not have version 303.V00 loaded, the message on this screen will vary.

MEMORY PAGE STATUS**-AAAAAAAAAAFF**

"MEMORY STATUS DISPLAY" indicates the status of the installed memory.

ZZA0303.V00**WAIT SELF TEST**

"STARTUP DISPLAY" is the same as the startup display above.

**WELCOME TO MEDI-CAL
SWIPE CARD**

"DEVICE IDLE-STATE DISPLAY" indicates it is operational and ready for use.

Test Transaction

Performing the test transaction is the last installation step. You have only 10 calendar days from receipt of this equipment to perform the test transaction. Your successful test transaction will test all communications and application-level connections to a Medi-Cal database management system and will be automatically recorded. If you do not successfully execute a test transaction within 10 calendar days, you will be contacted by the POS/Internet Help Desk to determine why you have not installed the POS system.

POS/Internet Help Desk

Call the POS/Internet Help Desk at 1-800-427-1295 for assistance with installing the equipment and executing the test transaction. After your successful test transaction, the Medi-Cal POS/Internet Help Desk will be available to help.

Performing Test

With the POS device set up (see "Equipment Connections" on a previous page) and the power applied, perform the following procedures for the test transaction while the display reads "WELCOME TO MEDI-CAL...SWIPE CARD".

Note: If your phone line requires a PBX prefix code (usually "9") to dial an outside line, please refer to "PBX Prefix Code" on a following page before attempting a test transaction.

If you make a mistake while entering the following information, press the left arrow < ← > key to type over the error and continue rekeying. You will see a "#" on the display to show where you are.

1. Press the "FNC" key <F3>. The display prompts you to enter the function code. Type the letters "TX" and press <ENTER>.

ENTER FUNCTION CODE:

TX

2. The next display prompts you to enter your provider number. Type your provider number and press <ENTER>.

PROVIDER NUMBER:

ABC99999D

3. The next display prompts you to enter your submitter ID number. Type your three-digit number and press <ENTER>. If you do not have a submitter ID, press <SK>.

SUBMITTER ID:

123

4. The next display prompts you to enter your Provider Identification Number (PIN). Type your PIN and press <ENTER>. Asterisks will appear for security reasons.

PIN:

5. The next display prompts you to "SEND" your transaction to the Medi-Cal host computer system. If you want to check or change your information before sending to the host computer system, press <2> for "RE-EDIT". You can then scroll through the previous displays by pressing <ENTER>. You may also press <3> or <F4> for "CANCEL".

Press <1> for "SEND".

1: SEND

2: RE-EDIT

3: CANCEL

6. After you press <1> the display will show a series of messages that indicate the test transaction is being sent to the Medi-Cal host computer system for processing. This will take a few seconds. The order and number of messages may vary depending on the situation.

TEST TRANSACTION
WAIT FOR DIAL TONE
CHECKING LINE
DIALING NOW
REDIALING
WAITING FOR ANSWER
TRAINING MODEM
PROCESSING NOW

7. The next screen appears at the conclusion of a successful test transaction. Your POS system is installed and operational. Press <ENTER> to return to the "1: SEND, 2: EDIT, 3: CANCEL" screen; then press <3> (CANCEL) to return to the "WELCOME TO MEDI-CAL ...SWIPE CARD" display. Refer all future questions to the Medi-Cal POS/Internet Help Desk.

TEST TRANSACTION
TEST TXN COMPLETED

8. If you see the following displays, press <ENTER> to return to the "1: SEND, 2: EDIT, 3: CANCEL" display. Press <1> for "SEND".

TEST TRANSACTION
LINE IDLE

TEST TRANSACTION
PLEASE TRY AGAIN-LC

Uninitialized Device

It is possible to receive a POS device that is uninitialized or had its configuration erased in transit. If you observe the following three displays when you connect power to the device, please call the POS/Internet Help Desk.

TZAEPRM109
WAIT – SELF TEST

“UNINITIALIZED DISPLAY”: indicates the boot software program and version loaded.

MEMORY PAGE STATUS
-AAAAAAAAAAFF

“MEMORY STATUS DISPLAY”: indicates the status of the installed memory.

If an error condition is detected, an appropriate error message is displayed (see display below). Refer to the list of probable error messages and codes in “Error Messages and Codes” on a following page. Call the POS/Internet Help Desk.

[MESSAGE]
OR CALL HELP [ERROR]

“GENERAL ERROR MESSAGE DISPLAY”: displays message or error.

Printer Testing

Once a successful test transaction is performed, press the Maintenance Function key <F2>. Type “84” and press <ENTER>. The display will show various options. Type “1” for printer and press <ENTER>. Your receipt printer should print out a test pattern. If your printer does not work, refer to “Help Information” (item #6) on a following page before contacting the POS/Internet Help Desk.

PBX Prefix Code

The PBX (Private Branch Exchange) prefix code tells the POS device to dial an outside line. For example, if obtaining an outside line requires you to press a "9" first, then "9" is your PBX prefix code. The following instructions will allow you to set the PBX prefix code in the POS device.

1. Press the "MAINT" key <F2>. The display prompts you to enter the maintenance function code. Enter "99" and press <ENTER>.

ENTER MAINT FUNCTION:**99**

2. The next display prompts you to enter your POS password. At this time you must enter the default password which is six zeros ("000000") and press <ENTER>. Asterisks will appear for security reasons. After completing a successful test transaction, refer to the *POS: Software Maintenance Functions* section in this user guide for information on how to change your password.

ENTER POS PASSWORD:*********

3. The next display prompts you to enter a program function code. Type "3" and press <ENTER>.

ENTER PGM FUNCTION:**3**

4. The next display prompts you to enter the PBX number. Enter your PBX number (usually "9") and press <ENTER>.

ENTER PBX NUMBER:**9**

5. The next display will ask if you want the POS device to accept the information entered. Press "Y" to accept or "N" to cancel without saving the information. After programming your POS device for a PBX prefix code, you are ready to perform the test transaction.

ACCEPT CHANGES Y/N:**Y**

Error Messages and Codes

The POS device displays messages and codes that are (1) generated from within the POS device in response to operator actions or inactions to a transmission, (2) response code messages or (3) transmitted directly from the host computer at the conclusion of a transaction.

The following messages and codes are divided into "Try Again" and "Call the POS/Internet Help Desk."

"Try Again"

"CE": Indicates communications error to the local telephone network occurred. Lines are all busy or no carrier was detected. The telephone number loaded may be incorrect. Try the operation again. Call the POS/Internet Help Desk if error continues.

"LC": Loss of communication occurred during transaction. Try the operation again.

"POWER FAIL DETECTED": Loss of primary power was detected during transaction. Try the operation again. Call the POS/Internet Help Desk for help if error continues.

"TO": Connection to the host computer was made but timed out because the host did not reply in a predetermined time interval. Try the operation again.

"CR": Connection to the host computer was made but a corrupt response was received. If you are performing an eligibility transaction, try the operation again. If you are performing a Share of Cost or Medi-Service transaction, perform an eligibility transaction to determine if your SOC or Medi-Service transaction was applied. If it was not applied, try the operation again.

"Call the POS/
Internet Help Desk"

"CONFIGURE DEVICE": The POS device requires configuration before initialization may proceed. Call the POS/Internet Help Desk for help.

"FE": A function error occurred. Call the POS/Internet Help Desk.

"ID": Invalid downline load received. Call the POS/Internet Help Desk.

"IT": Invalid terminal ID occurred in response message. Call the POS/Internet Help Desk.

"ME": Internal memory system error was detected; service may be required. Call the POS/Internet Help Desk for help.

"NA": Not available. Call the POS/Internet Help Desk.

"OUT OF SERVICE": An internal memory system error was detected. Service may be required. Call the POS/Internet Help Desk.

"PE": Program error has occurred. Call the POS/Internet Help Desk.

"PLEASE INITIALIZE": The POS device is not initialized. The device has been configured but requires a program load. Call the POS/Internet Help Desk. The display will show "LOCAL INIT NEEDED...PLEASE INITIALIZE" if initialization is needed.

Please see the *POS: Software Maintenance Functions* section in this user guide for information about the Maintenance Terminal Initialization Function.

Help Information

The following are helpful answers to common questions. Please call the POS/Internet Help Desk for further assistance.

1. What if I didn't get all the parts?

Special care was taken to ensure you received all the equipment. Both boxes were shipped to you at the same time. If you only received one box, please allow another 24 hours for the second box to arrive. It is possible they were separated in transit.

If the boxes do not contain everything listed in "Package Contents" on a previous page, call the POS/Internet Help Desk. Replacement equipment will be shipped using overnight delivery.

2. What if I don't have enough desk or counter space?

The device and printer can be set side by side. Be sure you do not stress or force the cables or connectors. The connectors will bend and break if too much stress is applied.

A separate riser could be helpful. Many stores sell various types and sizes of printer stands that can be used for the POS device and/or receipt printer.

3. What if I'm not getting power?

After you unplug the 110-volt AC adapter from the wall outlet and POS device, perform the following steps:

- Find another electrical device such as a radio or desk light and plug it into the wall outlet used by the AC adapter. Check to see if it still works. If the electric device does not work, no power is available at the electrical wall outlet. Have a qualified professional inspect the outlet and perform any necessary repairs.
- Inspect the AC adapter and power cable for damage. Look closely for cracks, nicks, cuts, exposed copper wires, stretched insulation and burns. If the AC adapter or power cable appears damaged, call the POS/Internet Help Desk to make arrangements for a replacement AC adapter or power cable.
- Plug the power cable back into the POS device and the AC adapter into the wall outlet. Check for a secure fit at both ends. Test the POS device for power. If there is now power, the problem may have been a loose connection between the POS device and power cable. Always make sure the power cable is secure.
- The AC adapter and/or POS device power supply may have failed. Call the POS/Internet Help Desk and request replacement units.

4. Do I have to pay telephone toll charges?

The POS system is programmed to use a toll-free telephone number so that California and border-state providers do not pay toll charges. However, you are responsible for charges associated with the telephone line in your place of business.

5. Can I connect the POS device to my computer?

No, you could damage the POS device or your computer. The POS device is a stand-alone unit and does not connect to a computer. If you have a DOS-based personal computer, contact the Medi-Cal POS/Internet Help Desk for information about the Medi-Cal-supplied *Claims and Eligibility Real-Time System (CERTS)* software package.

6. What if my receipt printer does not work?

First make sure the POS device is on and functioning, then perform the following steps to determine the possible cause:

- Inspect the receipt printer and printer cable for damage. Look closely for cracks, nicks, cuts, exposed copper wires, stretched insulation and burns or bent pins in the ends of the printer cable. If the receipt printer or printer cable appears damaged, call the POS/Internet Help Desk for a replacement receipt printer or printer cable.
- Verify that the printer cable is connected securely to both the POS device and receipt printer. The set screws should be snug. If the cable is not secure, tighten all connector screws snugly to the POS device and the receipt printer. Check for proper receipt printer operation.
- Disconnect the printer cable from both the receipt printer and POS device. Inspect the connection points for bent or broken pins, cracked housings and loose or exposed wires. The POS device and receipt printer connectors should not move. If the POS device, printer cable or receipt printer appears damaged, call the POS/Internet Help Desk for a replacement unit.
- Reconnect the printer cable to both the POS device and receipt printer and retry the receipt printer. If the receipt printer is now working, the problem may have been a bad connection. Always make sure the printer cable is securely connected. A green light on the top of the receipt printer indicates that power is being supplied to the unit.
- If the receipt printer still does not work, call the POS/Internet Help Desk to make arrangements for a replacement unit.

7. Why do I see an error code "CE"?

The "CE" error code ("Communications Error") indicates that the POS device cannot make contact with the local telephone network system. The primary cause can be one of three things: (1) the telephone network system has failed, (2) your telephone line is not operational, or (3) the internal modem of the POS device has failed. Perform the following steps to determine the problem:

- Inspect the telephone cord for damage. Look closely for cracks, nicks, cuts, exposed copper wires, stretched insulation and burns. If the telephone cord appears damaged, call the POS/Internet Help Desk to make arrangements for a replacement.
- Verify that the telephone cord is connected securely to both the POS device and telephone wall jack. A slight tug on the cord should indicate if it is secure. If the cord is not secure, re-attach it to the POS device and the telephone wall jack, securing all connectors snugly. This should solve most "CE" code problems.
- Disconnect the telephone cord from the wall jack and plug it into an operational telephone. Lift the telephone hand set and listen for a dial tone. If no dial tone is heard, this indicates the telephone line is not operational and needs to be repaired. Contact a qualified service person. If a dial tone is present, either the POS device has failed or the telephone network is down. Call the POS/Internet Help Desk for instructions.
- Check to see if your phone requires a PBX prefix code to dial an outside line. If so, you will need to program this code into your device. (see "PBX Prefix Code" on a previous page.)

Returns

If it is determined that a POS device or receipt printer has failed, it will be replaced with a new unit. All replacement orders will be delivered to your place of business using an overnight delivery service.

Your new device will arrive with a prepaid shipping label and instructions on how to return the failed unit. In general, you will be instructed to unpack the new device and place the failed device into the empty box. You will then be asked to seal the box, attach the supplied pre-paid shipping label and return the failed unit.

Note: The POS device and receipt printers are owned by the State of California, Department of Health Services. Failure to return any failed devices will be identified by a Medi-Cal database management system. Appropriate action to obtain unreturned or missing devices will be taken. (This note does not apply to purchased equipment.)

Calling for Help

The POS/Internet Help Desk toll-free number is available to all providers, regardless of whether they have completed a successful test transaction. The POS/Internet Help Desk is available from 6 a.m. to midnight, seven days a week.

The POS/Internet Help Desk operator will have your POS system information in a computer database for quick access. Before calling, make sure you have the following information at hand.

Medi-Cal Provider Number

All help is initiated by provider number only. A business name or address is not sufficient.

Your Name and Telephone Number

It is sometimes necessary to research a question or problem and return the answer at a later time.

POS Device Serial Number

The serial number is on the bottom of the POS device.

Receipt Printer Serial Number

The serial number is on the bottom of the receipt printer. The POS/Internet Help Desk operator will ask for your provider number and call up your account record on the support computer. Your name and phone number will be requested so a permanent record of the phone call can be maintained.